

CLAIMS:

1. A call control system for monitoring a status of a call between a caller and a called party, comprising:

a hold detection component for detecting that the call between the caller and the called party has been placed on hold;

a detection component for detecting that the call between the caller and the called party is no longer on hold;

a notification component for sending a notification that the call is no longer on hold to the one of the caller and the called party that did not initiate putting the call between the caller and the called party on hold; and

a call control component for re-establishing the call between the caller and the called party in response to the notification sent out by the notification component.

2. The call control system as claimed in claim 1, wherein the detection component comprises a voice detection component.

3. The call control system as claimed in claim 1, wherein the detection component comprises a DTMF detection component.

4. The call control system as claimed in claim 1, wherein the notification component comprises an in-band notification component.

5. The call control system as claimed in claim 1, wherein the notification component comprises an out-of-band notification component.

6. The call control system as claimed in claim 4, wherein the in-band notification component comprises a bridge for sending a tone to the one of the caller and the called party that did not initiate putting the call between the caller and the called party on hold.

7. The call control system as claimed in claim 5, wherein the out-of-band notification component comprises a push-to-alert notification component.

8. The call control system as claimed in claim 5, wherein the out-of-band notification component comprises an instant messaging component.

9. The call control system as claimed in claim 5, wherein the out-of-band notification component comprises a line card notification component.

10. The call control system as claimed in claim 5, wherein the out-of-band notification component comprises an SMS messaging component.

11. A call control method for monitoring a status of a call between a caller and a called party, comprising:

detecting that the call between the caller and the called party has been placed on hold;

detecting that the call between the caller and the called party is no longer on hold;

sending a notification that the call is no longer on hold to the one of the caller and the called party that did not initiate putting the call between the caller and the called party on hold; and

re-establishing the call between the caller and the called party in response to the notification sent out by the notification component.

12. The call control method as claimed in claim 11, wherein detecting that the call is no longer on hold comprises performing voice detection.

13. The call control method as claimed in claim 11, wherein detecting that the call is no longer on hold comprises performing DTMF detection.

14. The call control method as claimed in claim 11, wherein the step of sending comprises sending an in-band notification.

15. The call control method as claimed in claim 11, wherein the step of sending comprises sending an out-of-band notification.

16. The call control method as claimed in claim 14, wherein the in-band notification comprises utilizing a bridge for sending a tone to the one of the caller and the called party that did not initiate putting the call between the caller and the called party on hold.

17. The call control method as claimed in claim 15, wherein the out-of-band notification comprises a push-to-alert notification.

18. The call control method as claimed in claim 15, wherein the out-of-band notification comprises an instant message.

19. The call control method as claimed in claim 15, wherein the out-of-band notification comprises a line card notification.

20. The call control method as claimed in claim 15, wherein the out-of-band notification comprises an SMS message.